

PERFORMANCE WORK STATEMENT
Human Resources Assistant (Recruitment and Placement, Office Automation)

1. BACKGROUND

The USDA Marketing and Regulatory Program (MRP) mission area is comprised of three agencies; the Agricultural Marketing Service which helps move farm products from producers to consumers efficiently, dependably, and equitably; the Animal and Plant Health Inspection Service, which protects the health of U.S. agriculture; and the Grain Inspection, Packers and Stockyards Administration, which facilitates the marketing of livestock, meat, poultry, grains, oilseed, rice, and related products, and promotes fair and competitive trading practices. APHIS MRP Business Services group is comprised of eight divisions which provide the full range of financial, administrative, human resource, and information management support to the agencies within the MRP mission area. Within the Human Resources Division, the Human Resources Operations Branch provides comprehensive, innovative operations support in the areas of classification, employment, employee benefits, pay and leave administration, and personnel/payroll processing services to the field workforce of the MRP agencies.

2. SCOPE OF WORK

The Human Resources Operations Branch is seeking a contract to provide support as a Human Resources Assistant in staffing and recruitment areas, as follows:

- Processes applications for vacancy announcements by reviewing for timeliness of receipt and completeness, as well as eligibility for claimed veteran preference based on documents submitted.
- Assembles applications for rating by human resource specialists or expert examiners. Follows up to ensure timely rating and return.
- Receives requests for certificates of eligibles. Assigns certificate number and assures that all pertinent information and documentation is included. Prepares, reviews, and processes information for certificates in accordance with instructions. Enters applicant information from application forms into automated system
- Prepares and issues certificates in accordance with established staffing procedures. Furnishes certificate to selecting official and responds to procedural questions. Reviews returned certificate after selection to ensure that proposed actions conform to regulatory requirements.
- Prepares requests for suitability investigation, submits to OPM, maintains suspense file for required follow-up action.
- Updates automated tracking system and reviews system reports to ensure that current and accurate information is being maintained.
- Sorts and distributes mail, routing applications for appropriate action. Responds to inquiries from applicants, selecting officials and the public. Provides information on current vacancies, status of applications, and application procedures.

- Types correspondence, memorandums, and forms, including follow up letters to job applicants to advise of action taken on their applications.

3. GOVERNMENT FURNISHED INFORMATION

- Regulations governing the programs for which APHIS has oversight.
- Federal regulations and operating procedures governing the aspects of human resources work for which the contractor is responsible.
- Agency Directives and operating policies and guidelines; and office procedures, policies, precedents, and formats.
- Operations instructions for systems used.
- Access to electronic mail system and other automated systems needed to carry out assigned functions.

4. GOVERNMENT FURNISHED PROPERTY

- Work station
- Telephone
- Computer

5. PERFORMANCE REQUIREMENTS

The Contractor shall furnish all personnel and include all costs associated with the performance of this contract, including but not limited to, labor, supervision, administrative, travel and other services that may be necessary during the performance of this contract.

6. DELIVERY REQUIREMENTS

The Contractor shall meet with the Technical Point of Contact (TPOC) and with APHIS representatives within five days after notice of award to review and clarify any areas of the Performance Work Statement (PWS).

7. CONTRACTOR PERFORMANCE STANDARDS

Performance will be monitored throughout the effective period of the contract using the following criteria:

- Independent action is exercised in day-to-day work planning and organization, setting priorities, and coordinating work efforts with serviced programs and other human resource employees.

- Arrives on time, prepared for work.
- Presents a professional demeanor, appearance and manner.
- Handles heavy workload by setting priorities effectively.
- Uses initiative in resolving problems.

8. CONTRACTOR QUALIFICATION REQUIREMENTS

The position requires the following knowledge and/or ability:

- Knowledge of basic rules, regulations, and policies related to Federal applications processes.
- Practical knowledge of staffing principles and merit promotion and competitive examining process to answer questions and process a variety of forms.
- Skill in effective interpersonal communications to work effectively with applicants for Federal employment and coordinate the work with others in the office.
- Skill in the use of automated systems to enter and maintain automated records, and run reports. Skill in use of word processing applications to prepare correspondence. Keyboard proficiency of 40 words per minute is required.
- Knowledge of filing system procedures to establish and maintain files, as well as to research, locate, and code documents to be filed.
- Access to sensitive personnel data will be necessary to perform the work of the position. Therefore, the contractor must obtain appropriate security clearance.

9. DEDUCTIONS

The following defines the deductions that will be assessed against the Contractor for failure to meet the performance specifications of this PWS:

Action 1: Extensive, unexcused tardiness and/or absenteeism.

Action 2: Excessive turnover.

Action 3: Customer complaints for failure to provide timely or effective service.
Expected timeframes will be established by HR management in conjunction with assignment of work.

Deduction standard for each action: 0.50% of annual contract cost for each occurrence after Contractor has been formally notified of occurrence.

10. PREPARATION OF OFFERS

Offerors shall prepare an original and three copies of a technical proposal and an original only of the business proposal. The technical proposal shall include a work plan prepared in enough detail to show that the offeror has a thorough understanding of the requirement. This work plan should explain how the offeror will organize and perform the requirements of the PWS should the offeror receive the contract award. The work

plan shall provide evidence that the personnel designated to work on this project have the skills and experience needed to effectively complete the assigned tasks. The offeror shall describe the organizational experience illustrating past performance in a similar contract. The business proposal shall include a cost breakdown outlining the costs associated with the performance of this contract, including estimated general and administrative expenses and profit.

Resumes will be required for this position. The Government may request to meet the selected employee to perform the above services before the contract start date.